Vision and Scope Document

for

Bakery Management System

Version 1.0 approved.

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Revision History

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| --- | --- | --- | --- |
| **Name** | **Date** | **Reason For Changes** | **Version** |
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# Business Requirements

## Background

The bakery industry is evolving with the advent of technology, which offers new ways to enhance efficiency, customer satisfaction, and overall business management. Our bakery, Sweet Treats, aims to adopt a comprehensive management software solution to streamline operations, from inventory management to customer relations.

## Business Opportunity

The bakery is strategically located near five schools, three office complexes, and several residential neighborhoods, creating a steady stream of potential customers. There is a significant opportunity to increase sales through online ordering, catering services for school and office events, and loyalty programs for frequent customers. Additionally, the bakery can optimize inventory and reduce waste by implementing a comprehensive management system.

## Business Objectives

BO-1: Achieve a 25% increase in sales through online orders and catering services within the first year.

BO-2: Decrease inventory waste by 30% within six months by implementing automated inventory management e.

BO-3: Grow the customer loyalty program enrollment by 50% in the first year, leading to a higher repeat purchase rate.

BO-4: Reduce the time spent on manual order processing by 40% through automation.

BO-5: Generate financial reports with 98% accuracy monthly to aid in informed decision-making.

BO-6: Achieve a full return on investment within 18 months through cost savings and increased revenue.

## Success Metrics

SM-1: Monitoring monthly sales figures to ensure a 25% increase within the first year.

SM-2: Measuring the reduction in wasted ingredients, targeting a 30% decrease within six months.

SM-3: Tracking the number of customers enrolled in the loyalty program, aiming for a 50% increase within the first year.

SM-4: Comparing the time spent on order processing before and after implementation, with a target of reducing this time by 40%.

SM-5: Ensuring monthly financial reports are generated with at least 98% accuracy.

SM-6: Conducting regular customer satisfaction surveys, with a goal of improving scores by 40% within the first six months.

SM-7: Calculating the ROI based on increased revenue and cost savings, with a target of achieving full ROI within 18 months.

## Vision Statement

The vision for the Sweet Treats Bakery Management System is to revolutionize our bakery operations through the seamless integration of advanced technology. This system will enhance customer satisfaction by providing a smooth ordering experience, personalized marketing, and timely delivery of products. It will streamline our internal processes, reduce waste, and improve financial accuracy, allowing Sweet Treats Bakery to become a leading example of innovation in the bakery industry. We envision a future where our bakery not only delights customers with its products but also with its efficiency and service.

## Business Risks

RI-1: Marketplace Competition: Competitors may implement similar systems, reducing our competitive advantage. Mitigation: Continuous innovation and customer engagement.

RI-2: Marketplace Competition: Competitors may implement similar systems, reducing our competitive advantage. Mitigation: Continuous innovation and customer engagement.

RI-3: Timing Issues: Delays in the development or deployment could affect peak sales periods. Mitigation: Strict project timelines and regular progress reviews.

RI-4: User Acceptance: Resistance to change from employees may hinder the system’s effectiveness. Mitigation: Comprehensive training and involvement of staff in the development process.

RI-5: Implementation Issues: Technical problems during implementation could disrupt operations. Mitigation: Rigorous testing and phased rollout.

RI-6: Data Security: Risks related to data breaches and privacy concerns. Mitigation: Implementing robust security measures and compliance with data protection regulations.

RI-7: Negative Business Impact: Potential temporary negative impact on business operations during the transition phase. Mitigation: Detailed transition planning and support.

## Business Assumptions and Dependencies

AS-1: Assumes that employees will adapt to and efficiently use the new system after training.

AS-2: Assumes compliance with all relevant data protection and privacy regulations.

AS-3: Assumes that customers will embrace online ordering and the loyalty programs.

DE-1: Reliable internet connection is necessary for the system to function effectively.

DE-2: Assumes that suppliers will integrate with the inventory management system and provide timely updates.

DE-3: Continuous support from the software provider is assumed for maintenance and troubleshooting.

# Scope and Limitations

<The project scope defines the concept and range of the proposed solution. It’s also important to define what will not be included in the product. Clarifying the scope and limitations helps to establish realistic expectations of the many stakeholders. It also provides a reference frame against which proposed features and requirements changes can be evaluated. Proposed requirements that are out of scope for the envisioned product must be rejected, unless they are so beneficial that the scope should be enlarged to accommodate them (with accompanying changes in budget, schedule, and/or resources).>

## Major Features`

<Include a numbered list of the major features of the new product, emphasizing those features that distinguish it from previous or competing products. Specific user requirements and functional requirements may be traced back to these features.>

## Scope of Initial Release

<Describe the intended major features that will be included in the initial release of the product. Consider the benefits the product is intended to bring to the various customer communities, and generally describe the product features and quality characteristics that will enable it to provide those benefits. Avoid the temptation to include every possible feature that any potential customer category might conceivably want some day. Focus on those features and product characteristics that will provide the most value, at the most acceptable development cost, to the broadest community.>

## Scope of Subsequent Releases

|  |  |  |  |
| --- | --- | --- | --- |
| Feature | Release 1 | Release 2 | Release 3 |
| FE-1, Order and Payment Processing | Users can order and pay for bakery items from the cafeteria menu for pickup or delivery. Payment by cash or credit card. | Integration with payment gateways for online payments. | Loyalty program integration for customer rewards. |
| FE-2, Menu Management | Admins can create, view, modify, and delete cafeteria menus. | Addition of daily specials and customizable meal options. | Integration with third-party recipe databases. |
| FE-3, Customer Accounts | Users can create and manage accounts to store preferences and order history. | Loyalty program integration for customer rewards. | Enhanced account features and personalized recommendations. |
| FE-4, Basic Reporting | Basic reporting capabilities provide insights into sales trends and popular menu items. | Advanced reporting and analytics for detailed insights. | Predictive analytics for inventory management. |
| FE-5, Multi-Platform Access | Access through corporate intranet, smartphones, tablets, and external internet access for authorized employees. | Development and launch of mobile applications for iOS and Android devices. | Enhancements and updates to mobile apps, including support for additional features. |

## Limitations and Exclusions

LI-1: Certain specialty or custom bakery items may not be efficiently managed by the BMS due to complex production processes or unique ingredient requirements. Consequently, the BMS will primarily handle standard bakery products, and its menu offerings may not encompass the full range of bakery items available.

LI-2: The BMS is designated exclusively for use within the bakery located at [insert bakery's location/address]. Integration with external bakery branches or franchises is not supported.

# Business Context

## Stakeholder Profiles

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Stakeholder | Major Value | Attitudes | Major Interests | Constraints |
| Product Owners | Streamlined business processes | Supportive | Feature completeness, quality assurance | Budget and time limitations |
| Development Team | Improved productivity | Motivated | Clear requirements, efficient workflows | Technical debt, resource availability |
| End Users | Improved usability | Cautious optimism | Intuitive interface, performance | Training needs, resistance to change |
| Support Staff | Automation of manual tasks | Enthusiastic | Easy troubleshooting, documentation | Integration with existing systems |
| Regulatory Bodies | Conformance to standards | Expectant | Compliance features, audit trails | Regulatory changes, legal constraints |

## Project Priorities

|  |  |  |  |
| --- | --- | --- | --- |
| **Dimension** | **Driver (state objective)** | **Constraint (state limits)** | **Degree of Freedom (state allowable range)** |
| Schedule | release 1.0 to be available by 10/1, release 1.1 by 12/1 | No specific constraint | Some flexibility in release dates |
| Features | 70-80% high-priority features in 1.0 | No specific constraint | Flexibility in feature inclusion |
| Quality | 90-95% UAT pass rate for 1.0, 98% for 1.1 | No specific constraint | Stringency in test pass rates |
| Staff | Max team size: PM, 1 BA, 6 devs, 3 testers | Staff composition constraint | Limited variation in team structure |
| Cost | Budget overrun up to 15% acceptable | No sponsor review beyond 15% | Cost adjustments within 15% range |

## Deployment Considerations

To facilitate the smooth deployment of the COS solution, several critical considerations must be addressed. Firstly, an upgrade of the web server software to the latest version is imperative to ensure compatibility and optimal performance. Secondly, the development of mobile applications for iOS and Android devices, scheduled for the second release, demands careful planning and execution to meet user expectations for accessibility and functionality on various platforms. Corresponding apps for Windows Phone and tablets, planned for the subsequent release, necessitate proactive infrastructure preparations to accommodate their integration seamlessly. Furthermore, the creation of concise instructional videos, each lasting no more than five minutes, is essential to train users effectively in both the web-based and app-based versions of COS, enhancing user proficiency and system adoption. By addressing these deployment considerations comprehensively, we aim to achieve a successful deployment that maximizes user satisfaction and system performance.